MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2021 / 2022

DHR5614 – MANAGING HUMAN RESOURCES

(All Sections/Groups)

12 AUGUST 2022
9.00 a.m – 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 2 pages excluding front page.
2. Write your answers in the answer booklet provided.
3. Answer **ALL** questions.

QUESTION 1

(a) The workplace is rapidly changing. As an organisation, Human Resource Management (HRM) must be prepared to deal with the effects of a changing work environment. Discuss **FIVE (5)** current HRM trends.

(10 marks)

(b) List **THREE (3)** roles of Ministry of Human Resources, Malaysia.

(3 marks)

(c) Determine which Malaysian government department is referred to by the statement below.

(i) Providing social security protection in terms of cash and benefits to employees in the private sector in case of workplace injuries, emergencies, occupational sickness, and death.

(1 mark)

(ii) Manages the compulsory savings plan and retirement planning for private sector workers in Malaysia.

(1 mark)

(d) State **FIVE (5)** uses for job analysis data.

(5 marks)

(Total: 20 marks)

QUESTION 2

A background investigation generally involves determining whether an applicant may be unqualified for a position due to a record of criminal conviction, motor vehicle violations, poor credit history, or misrepresentation regarding education or work history.

Source: 2021 Getting Talent Back to Work Report, Society for Human Resource Management.

(a) Describe **FOUR (4)** ways in which an employer's background screening process can be improved.

(8 marks)

(b) Many firms have moved to video interviewing methods since the outbreak of the COVID19 epidemic. Explain **THREE (3)** different ways that candidates might prepare themselves for online video interviews.

(6 marks)

(c) The employer decides who to make an offer to after all of the interviews, background checks, and tests. Suggest **THREE (3)** approaches for developing and extending the job offer.

(6 marks)

(Total: 20 marks)

QUESTION 3

(a) Describe **FIVE (5)** different ways to design a training programme that will encourage participation. (10 marks)

(b) It is common for managers to make unintentional mistakes when producing a performance appraisal document. State and describe **FIVE (5)** potential rating problems. (10 marks)

(Total: 20 marks)

QUESTION 4

(a) Define 'piecework' pay plans. (2 marks)

(b) State **TWO (2)** advantages and **TWO (2)** disadvantages of piecework pay plans. (8 marks)

(c) Flexible work arrangements are alternate arrangements or schedules from the traditional working day and week. Identify **FIVE (5)** flexible work schedule options that are available for employees.

(10 marks)

(Total: 20 marks)

QUESTION 5

(a) Identify **FOUR (4)** approaches used for selecting international managers.

(8 marks)

(b) Managers will be able to make better staffing decisions with the help of a labour forecasting system. As a result, they will be able to allocate more attention to long-term business goals such as product development and financial growth. Discuss **FOUR (4)** strategies for forecasting human needs and labour demands.

(8 marks)

(c) Define:
(i) Outsourcing (2 marks)
(ii) Offshoring (2 marks)

(Total: 20 marks)

End of Paper